

Vulnerable Children and Adults

Government Management, Accountability and Performance

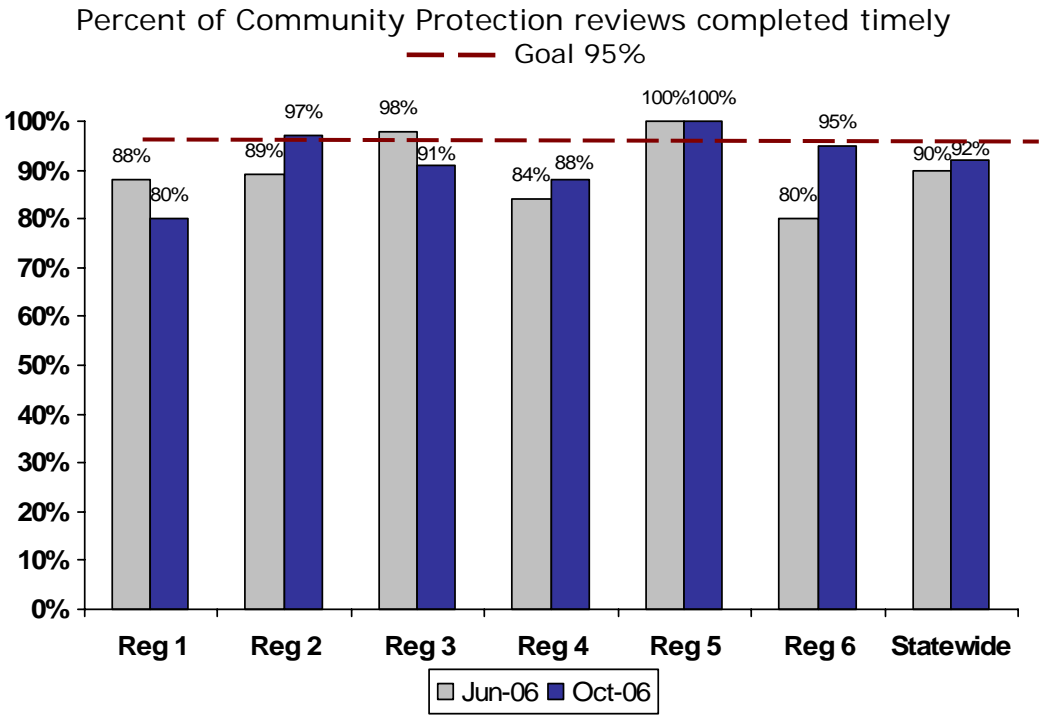
November 15, 2006

Aging and Disability Services Administration

How often do we complete client reviews timely?

MEASURE: **Percent of 90-day reviews of Community Protection clients completed timely**

- ANALYSIS:
- Purpose of reviews is to ensure that services are contributing to client progress toward a safe reduction in supervision. Regional treatment teams manage and monitor reductions to ensure safety of all.
 - Reviews of clients are expected to be completed every 90 days. Reviews conducted by case manager, Community Protection provider, and other appropriate professionals.
 - Data on timeliness of reviews is not routinely collected so this analysis is based on a sample.
 - E2SSB 6630 became effective 6/7/2006, putting in statute the operation of the Community Protection Program. Action steps have been sequenced to comply with the legislation.

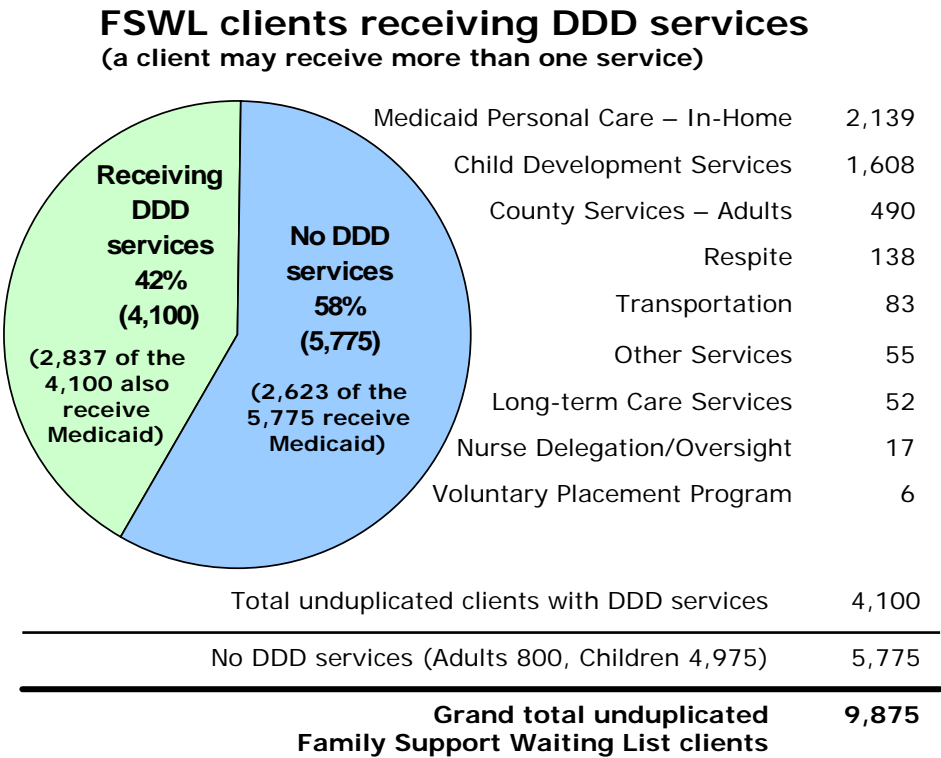


ACTIONS	WHO	DUE DATE
Conduct training for field on better documenting completed reviews.	DDD Director	Completed
Develop automated reporting system for completed reviews.	DDD Director	Nov 2007
Testing an IT solution that will make it easier to get 90-day review information out of the database.	DDD Director	Interim solution completed CMIS Nov 2007
Develop and submit Decision Package to reduce the case management ratio to 1:30.	DDD Director	Completed

DDD = Division of Developmental Disabilities

How do we provide more support to families that take care of family members with developmental disabilities?

- MEASURE: Percentage of clients on the Family Support Waiting List who are receiving other services.
- ANALYSIS:
- 42 percent of clients on the Family Support Waiting List (FSWL) are receiving other services.
 - Those clients who receive no services were sent a letter on September 6 to determine their interest in the Family Support Pilot Program. Of the 3,681 letters sent, 551 have been returned to the Department indicating interest in the Family Support Pilot Program, and 488 have been returned with a forwarding address or as undeliverable (data as of November 1).
 - The average number of years a client has been on the FSWL is 3.1 years.



ACTIONS	WHO	DUE DATE
Analyze responses to Sept 2006 letter to clients who have expressed interest in the Family Support Pilot Project to determine continued interest.	DDD Director	Nov 15, 2006
Case managers to follow up on each case that is undeliverable or cannot be located, close cases where appropriate, and remove names from the FSWL.	DDD Director	Dec 31, 2006
Assess client eligibility for Medical Personal Care and other DD services for individuals on waiting list.	DDD Director	On-going with 4 FTEs currently assigned
Submit supplemental budget request for additional resources to speed eligibility determination process.	DDD Director	Completed

DDD = Division of Developmental Disabilities